



March 26, 2004

Mr. Keith Fournier, PMP, CMS, GISP
Lucas County Information Services
One Government Center, Suite 400
Toledo, Ohio 43604

Dear Mr. Fournier:

As a systems integrator specializing in document management solutions for government, we have the opportunity to witness a variety of different approaches to the implementation of electronic document management solutions within Ohio counties. While every county is different in their approach, we find that counties implement this technology in one of two general ways.

The most common approach observed, is to leave all decisions regarding document management to the individual departments. This generally results in a handful of different software solutions being implemented throughout the various county departments. While this approach provides the departments freedom to select solution providers who have a specialization in their business applications, because of the incompatibilities that exist between different software solutions, it does not create a sound basis for efficient document sharing across the enterprise.

The other approach we see counties take is to select one solution provider to provide document management software and solutions for all county departments. While this "single software/single solution provider" approach will lay a good foundation for efficient document sharing between departments, it does not guarantee that the one solution provider chosen will have the breadth of expertise that the many different business environments demand.

By choosing OnBase as your software platform, and allowing the county departments to choose the authorized OnBase solution provider who best understands their unique business environment, you have created a "Best of Both Worlds" proposition that is innovative and unique in county government.

I would like to compliment Mike Jacobs, Kevin Callahan, Leslie Rhegness and you for establishing a forward looking framework that combines the stability of a single software solution with the individual application expertise that can only come from solution provider specialists. Other counties throughout Ohio could benefit from the leadership provided by Lucas County Information Services.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gary Heinze', is written over a light blue horizontal line.

Gary Heinze
Director of Business Development